



CITY OF HOUSTON

Sylvester Turner

Mayor

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Telephone – Dial 311
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Thieves attempting to commit fraud with City of Houston Water Customers

URGENT PUBLICATION.

Attention City of Houston Water Customers

If you receive a phone call from the City demanding payment for your water bill via Moneygram – hang up and report it to 3-1-1. Several water customers of the City of Houston Utility Customer Service have notified the City about a potential scam where a caller identifies himself as being with the City's water department, and demands payment for a delinquent water bill. The caller directs the customer to pay the amount via Moneygram to a "rush" address.

Public Works Utility Customer Service reminds all customers that if you receive a call you think might be fraudulent, ask for a call back phone number, or hang up. Report the incident immediately to Utility Customer Service at 713-371-1400. If after 7pm or on a weekend, please contact a City of Houston representative by calling 3-1-1.

Here are the steps the City will take if your water bill is delinquent:

- You will receive via mail a delinquent notice of the past due amount (on yellow paper)
- You will receive via mail a notice of disconnection before disruption of service (on pink paper).
- Prior to the disconnect date, you may receive a call from the City's Utility Customer Service collection services staff – the caller ID will show up as 713-371-1400
- The City collections staff will only remind you that you that you are delinquent, and inform you of options to make a payment. A payment may be made over the phone through electronic check – not "moneygram."
- Payments for water bills may be made either through the website www.HoustonWater.org , or at approved payment locations throughout the City, or via electronic check, as instructed only by approved personnel, or via the automated service line at 713-371-1265

The City of Houston does NOT do the following:

- We will we not request payment via "moneygram"
- We do not pickup payments or request cash at the door, when turning off the water meter for delinquency.
- We will not request payment for routine maintenance of the water meter.

Customers can always log in to their account via the website to check their balance and pay their bill.

Sincerely,

Sherri L. Winslow, P. E.
Sr. Assistant Director
Utility Customer Service